

# Department of Veterans Affairs



## Agency Dashboard Performance

Q4FY17

### Economic Development

#### Beds filled - skilled nursing

**Metric Definition** The percentage of beds filled within the Wisconsin Department of Veterans Affairs (WDVA) skilled nursing facilities.



Goal Met	Current	Previous	Target	Trend
	91%	92%	92%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** The WDVA skilled nursing facilities or nursing homes provide onsite 24/7 custodial, rehabilitative, and medical care to Wisconsin Veterans and their spouses. By maintaining a high daily occupancy rate, the Department is best positioned to provide the best quality and appropriate levels of services and care for the homes' current and future members.

#### Beds filled - assisted living

**Metric Definition** The percentage of beds filled within the Wisconsin Department of Veterans Affairs (WDVA) Assisted Living facilities.

Goal Met	Current	Previous	Target	Trend
	94%	97%	80%	



**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** The WDVA assisted living facility provides 24/7 onsite assistance to Wisconsin Veterans and their spouses who do not require the constant care our skilled nursing facilities provide. By maintaining a high daily occupancy rate, the Department is best positioned to provide the best quality and appropriate levels of services and care for the homes' current and future members.

### Reform and Innovation

#### Museum attendance

**Metric Definition** The percent increase, per quarter, of 2017 museum attendance when compared to the same quarter in 2016.

Goal Met	Current	Previous	Target	Trend
	135%	65%	5%	



**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** The Wisconsin Veterans Museum attendance includes all public programs including outreach, and reflects public awareness of the historical and contemporary contributions of Wisconsin's military veteran population in shaping history. Performance is measured by comparing current quarterly attendance figures against the previous year. The target goal is to increase quarterly attendance by 5% each quarter.

[Wisconsin V](#)

#### MyWisVets users

**Metric Definition** The percent increase in MyWisVets users in 2017 compared to 2016.

Goal Met	Current	Previous	Target	Trend
	40%	29%	25%	

<b>Number of New Users</b>	5760	4366
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**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** MyWisVets is an online, web-based system that provides veterans with preliminary information regarding benefits eligibility and expedites the application process. The target of 25% increase in number of users is an annual goal that is reported quarterly. At the end of FY2016, there were 14,272 MyWisVets users. As of June 30, 2017 there were 20,032 MyWisVets users.



[MyWisVets](#)

[MyWisVets](#)

## Efficient and Effective Services

### Benefit application processing

**Metric Definition** The percent of benefit applications processed within 15 days or less.

Goal Met	Current	Previous	Target	Trend
	94%	96%	95%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)



**Additional Details** Connecting eligible veterans to programs and services is a primary component of the department mission. Additionally, it serves as a measure of efficiency of the department staff.

## Customer/Taxpayer Satisfaction

### Centers for Medicare & Medicaid Services (CMS) quality rating

**Metric Definition** The overall [CMS quality ratings](#) for the WDVA skilled nursing facilities.

[CMS Quality](#)

Goal Met	Current	Previous	Target	Trend
	4.60	4.50	4.00	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)



**Additional Details** CMS measures the quality of care within all nursing homes that receive reimbursement from Medicare/Medicaid. The CMS rating measurement is a result of reviews completed by CMS related to onsite facility health inspections, staffing and other quality measures for each of the licensed WDVA Veterans Homes. The overall quality rating of the WDVA Veterans Homes is an average of those individual ratings.

[CMS Quality](#)

### Communications Engagement

**Metric Definition** Maintain a high engagment rate for bulletins sent via GovDelivery.

[WisVets.com](#)

Goal Met	Current	Previous	Target	Trend
	38%	56%	50%	



**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** The WDVA uses GovDelivery to provide communications to the public and media such as: press releases, a monthly newsletter, student veteran news, women veterans news, departmental program bulletins, and job opportunities for veterans, among others. The engagement rate, calculated by GovDelivery, helps identify the most popular topics we engaged people on and how many subscribers click on, view and share your that information.

[WisVets.com](#)

### Women's Veterans mailing list

**Metric Definition** The percent increase of subscribers to the WDVA Women's Veterans electronic mailing list.

Goal Met	Current	Previous	Target	Trend
	36%	10%	100%	

<b>Number Of Subscribers</b>	7,293	6,633
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**Reporting Cycle** Annual (calendar year)

**Additional Details** The WDVA Women Veterans mailing list is an open and interactive communication tool that focuses on the needs and areas of concerns of our Wisconsin female veterans. As of January 1st 2017, the WDVA Women Veterans mailing list had 7561 subscribers. With the implementation of an electronic communication platform, GovDelivery, the target is to double the number of subscribers by the end of 2017.

\*This correctly represents the percentage increase during the previous qaurter.

## Open and Transparent Government

### Total number of public records requests received

**Metric Definition** Total number of [public records](#) requests received from 12am CST, April 1, 2017 through 11:59pm June 30, 2017.

Current	Previous	Trend
15	N/A	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** [Executive Order #235](#) requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

### Total number of public records requests completed

**Metric Definition** Total number of [public records](#) requests completed from 12am CST, April 1, 2017 through 11:59pm June 30, 2017.


Current	Previous	Trend
17	N/A	N/A

**Reporting Cycle** Quarterly (January 1, 2017 - March 31, 2017)

**Additional Details** [Executive Order #235](#) requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

### Average time taken to fulfill public records requests

**Metric Definition** Total time taken (in business days) to fulfill [public records](#) requests divided by the total number of public records requests completed in this reporting cycle (from 12am CST, April 1, 2017 through 11:59pm June 30, 2017).


Goal Met	Current	Previous	Target	Trend
	7	N/A	10	N/A

**Reporting Cycle** Rolling average updated quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

### Percentage of public records requests acknowledged within one business day

**Metric Definition** Percentage of [public records](#) requests sent to the agency's primary public requests inbox and acknowledged by the next business day (received from 12am CST, April 1, 2017 through 11:59pm June 30, 2017).


Goal Met	Current	Previous	Target	Trend
	100%	N/A	100%	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

### Percentage of current employees completing public records training

**Metric Definition** Percentage of current employees that completed public records training by March 1 of each calendar year.


Goal Met	Current	Previous	Target	Trend
	99%	N/A	100%	N/A

**Reporting Cycle** Annual (March 1, 2016 - February 28, 2017)

**Additional Details** Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle. This is the first reporting cycle. Previous and trend will not be available until the next reporting cycle.

**Percentage of new employees completing public records training**

**Metric Definition** Percentage of new employees that completed public records training with 30 calendar days of their start date.


Goal Met	Current	Previous	Target	Trend
	86%	N/A	100%	N/A

**Reporting Cycle** Rolling average updated quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

**Percentage of exiting employees that received notice of public records retention obligations**

**Metric Definition** Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
	100%	N/A	100%	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** It is required that all exiting employees receive notice of public records retention obligations *on or before* last day of employment. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.